Harcourt Management Console

Heinemann Inspiring generations

TECHNICAL INFORMATION FOR NETWORK TECHNICIANS

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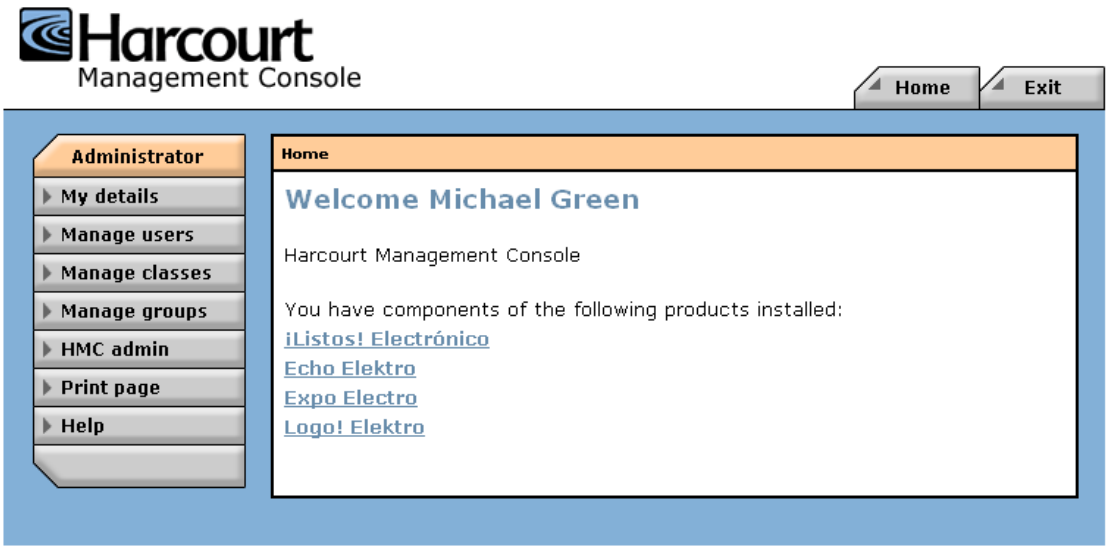
Support Forum: http://forums.harcourteducation.co.uk/software/
Please supply: • Contact details. • Type of system e.g.: Windows 2000 server/Win98SE clients. • Description of problem. • Any steps you have taken to resolve the problem. • Screenshot or full transcript of any error message.

CONTENTS

Contacts:	Page 1	How to contact us if this Technicians Guide does not supply the answer.
Contents:	Page 2	Technician Manual listings
Before you start:	Page 3	What is the HMC? Unsupported Systems Permissions
Minimum Requirements:	Page 5	Server and client
Network Install:	Page 7	Full networking instructions Part 1 - install the HMC Part 2 – install the product content Part 3 - accessing the content on a client machine
RM Community Connect 3:	Page 22	
What is IIS?	Page 23	
Uninstalls:	Page 28	
Troubleshooting:	Page 29	FAQs and guidance

What is the HMC?

The Harcourt Management Console (HMC) is the central administration facility for a new generation of networked Harcourt products.



The many benefits for the user include:

- ➔ A simplified and standardised installation for all Harcourt products using the HMC technology. Once you have installed the HMC, new products can be slotted painlessly into your system.
- ➔ All administration tasks, such as creating classes and importing pupil details, are carried out in one central area. This means that all data is stored in one place and can be reused for new products without the need to import them again separately.
- ➔ Simple upgrade paths and automatic fixes. Each time you load a new product, it will check your current version of the HMC and automatically deploy fixes and upgrades. The HMC will continue to evolve and grow, and users will benefit from these ongoing developments.
- ➔ A standard 'look and feel', allowing quick and easy familiarisation.

BEFORE YOU START

Unsupported Systems:

This product is not designed for:

- Windows NT4 servers
- Apache webservers
- Novell networks
- Linux or Unix networks
- Apple Macintosh OS
- Stand alone installs using the network disks e.g. to a laptop.

Permissions:

All correct permissions should be applied during installation.

If not please check these points:

The following folders are given full control for the Microsoft Anonymous User account, ("IUSR_*servername*") -

<install directory>\Elf_Solution\bin
<install directory>\Elf_Solution\hmc
<install directory>\Elf_Solution\hmc\products
<install directory>\Elf_Solution\hmc\Uploads
<install directory>\Elf_Solution\hmc\admin\errors

Licensing:

The HMC is network only.

There are several different licensing structures for this product. The pack you ordered will have an accompanying paper licence to which you can refer.

Minimum Requirements

Server requirements:

- ➔ Microsoft® Windows 2000 server with latest service pack; or Microsoft® Windows 2003 server with latest service pack.
- ➔ Internet Information Server (IIS) 5 or above
- ➔ Processor: 1 GHz Pentium III or equivalent
- ➔ A minimum of 256 MB memory (512 MB is recommended)
- ➔ 500 MB free hard disk space
- ➔ Network 10 BASE-T Ethernet or 10/100 Ethernet

Client PC requirements:

- ➔ Processor: 233 MHz Pentium II or equivalent
- ➔ RAM as recommended by Microsoft for the user operating system
- ➔ Microsoft® Windows 98SE, 2000 or XP Pro
- ➔ 10 MB free hard disk space
- ➔ Colour depth: minimum 16 bit colour (True Colour (32 bit) is recommended)
- ➔ Screen resolution set at 800 x 600 pixels
- ➔ Windows compatible sound card
- ➔ Microsoft® Internet Explorer 5.5 or later
- ➔ Flash Player 7 plugin recommended

Server compatibility:

- ➔ Microsoft® Windows 2000 server / advanced server
- ➔ Microsoft® Windows 2003 server

All should have latest service packs installed.

Management system compatibility:

- ➔ Community Connect 3.0 Note - No msi is required as no client install
- ➔ Viglen Classlink 2000

Microsoft SQL Server:

IT IS RECOMMENDED THAT THE HMC DATABASE IS INSTALLED ON A FULLY LICENSED MICROSOFT® SQL SERVER WHENEVER POSSIBLE. IF A FULLY LICENSED MICROSOFT® SQL SERVER IS NOT AVAILABLE, THE INSTALLATION ROUTINE ALSO PROVIDES AN OPTION TO INSTALL AN MSDE (MICROSOFT SQL SERVER 2000 DESKTOP ENGINE) INSTANCE INSTEAD. IT SHOULD BE NOTED, HOWEVER, THAT MSDE DOES NOT SUPPORT MORE THAN 25 CONCURRENT USERS WITHOUT DEGRADATION IN PERFORMANCE.

Minimum Requirements (cont'd)

Client workstation components:

Networks with workstation restrictions: Flash 7 plugin may need to be installed over the network.

The latest Flash plugin can be downloaded from the Macromedia website. You will need to be connected to the Internet.

1. Open Internet Explorer and type in www.macromedia.com/go/getflashplayer/
2. At the Flash Player Download Center page click on the 'Install Now' button. Depending on your security settings, you may see a Security Warning Dialog box. Click 'Yes' to accept the ActiveX control.
3. When you see the Macromedia Flash Player Logo and text the installation was successful.

If you have any trouble installing the Flash Player, consult:

http://www.macromedia.com/support/flash/ts/documents/playerfaq.htm

NETWORK INSTALLATION
The HMC (Part 1, CDROM1)

PLEASE READ BEFORE STARTING THE INSTALLATION

THIS IS A 2 PART INSTALLATION USING 2 SEPARATE DISKS.

THE HMC (PART 1, CDROM 1) AND ALL PRODUCT CONTENT (PART 2, CDROM 2) MUST ALWAYS BE INSTALLED DIRECTLY AT THE SERVER IN THAT ORDER.

THESE DISKS WILL NOT INSTALL ONTO A STANDALONE MACHINE e.g. A LAPTOP RUNNING WINDOWS XP.

PLEASE ALLOW APPROX 100MB OF SERVER HARD DISK SPACE PER PRODUCT INSTALL.

PLEASE NOTE THAT, IN MOST CASES, AT LEAST ONE REBOOT WILL BE REQUIRED DURING INSTALLATION OF THE HMC DISK. THIS IS UNFORTUNATELY UNAVOIDABLE OWING TO THE NEED TO INSTALL VARIOUS MICROSOFT® COMPONENTS THAT WILL NOT FUNCTION CORRECTLY WITHOUT A REBOOT.

Please make notes of the install and IIS locations as you progress through the installation.

CDROM 1 – The system disk - The installer is an Installshield Wizard so please follow the prompts. This is the install for the **Harcourt Management Console** hereafter known as the **HMC** (See "**What is the HMC?"** Section for more details).

CDROM 2 – The content disk - You will also have a second CDROM which holds the **content files** for the product you have purchased. *That disk will need to be installed once part 1 of the process is completed.*

These instructions and screenshots are based on a standard Windows 2003 server. Whilst you may not be using 2003 you can still use these instructions as a guide. Please see the **"Minimum Requirements"** section for more details.

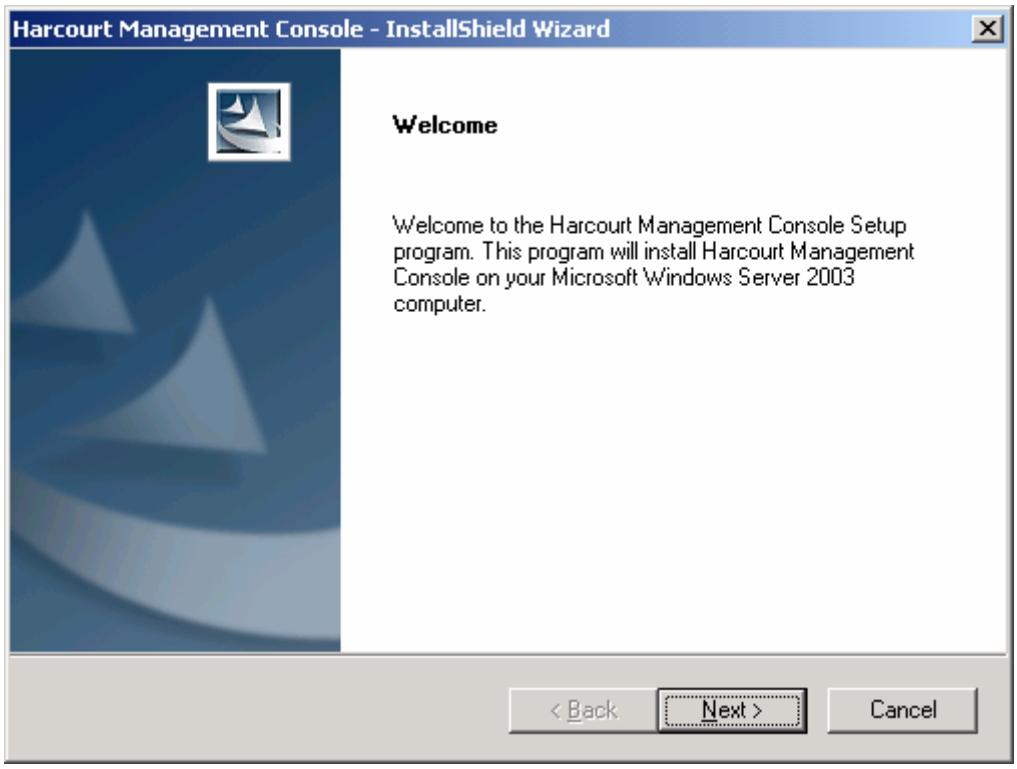
When you have finished Part 1 - the HMC installation, you will need to move onto Part 2 - the content installation.

NETWORK INSTALLATION
The HMC (Part 1, CDROM1)

Part 1: Install HMC at the server

Step 1:

Insert the disk which should auto run. You will be presented with the Welcome screen. This will detect which Server OS you are using.


Harcourt Management Console - InstallShield Wizard
Welcome
Welcome to the Harcourt Management Console Setup program. This program will install Harcourt Management Console on your Microsoft Windows Server 2003 computer.
< Back
Next >
Cancel

Simply click the “Next >” button to move to Step 2.

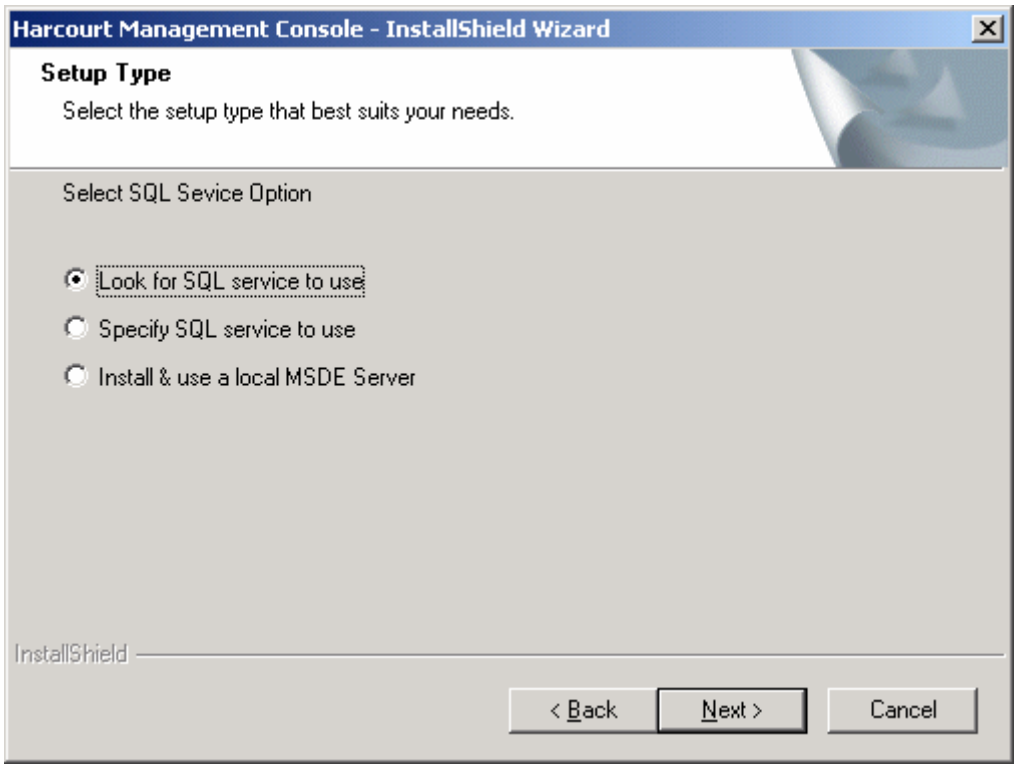
NETWORK INSTALLATION
The HMC (Part 1, CDROM1)

Step 2:

SQL Options:

The SQL check – You will see 3 options –

1. “Look for SQL service to use”
2. “Specify SQL service to use”
3. “Install & use a local MSDE Server”.


Harcourt Management Console - InstallShield Wizard
Setup Type
Select the setup type that best suits your needs.
Select SQL Sevice Option
Look for SQL service to use
Specify SQL service to use
Install & use a local MSDE Server
InstallShield
< Back
Next >
Cancel

cont’d on next page…

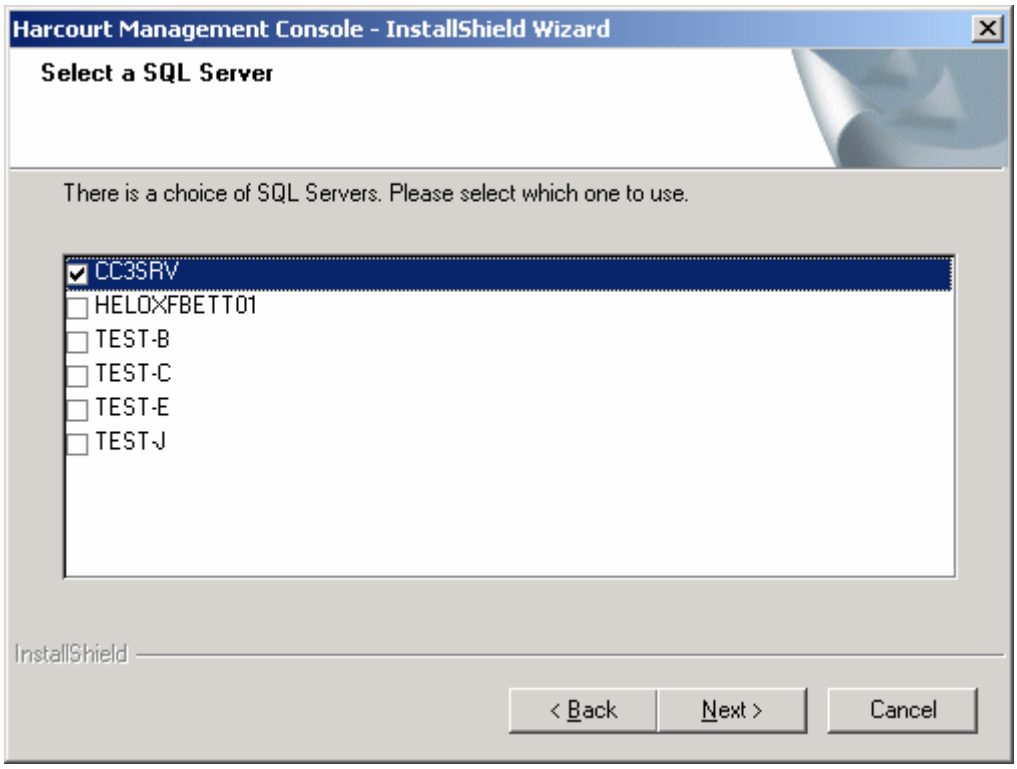
SQL Options (cont'd)

Option 1:

"Look for SQL service to use"

This runs an app that looks for any existing SQL servers on your network.

If you have a SQL server that you wish to browse to please select Option 1. The next screen will show a list of detected SQL servers. Installation to a full SQL server is recommended where at all possible. Please note that the detection software detects MSDE instances as well as full SQL servers.



Simply check the SQL server you are happy to use and click the "Next >" button.

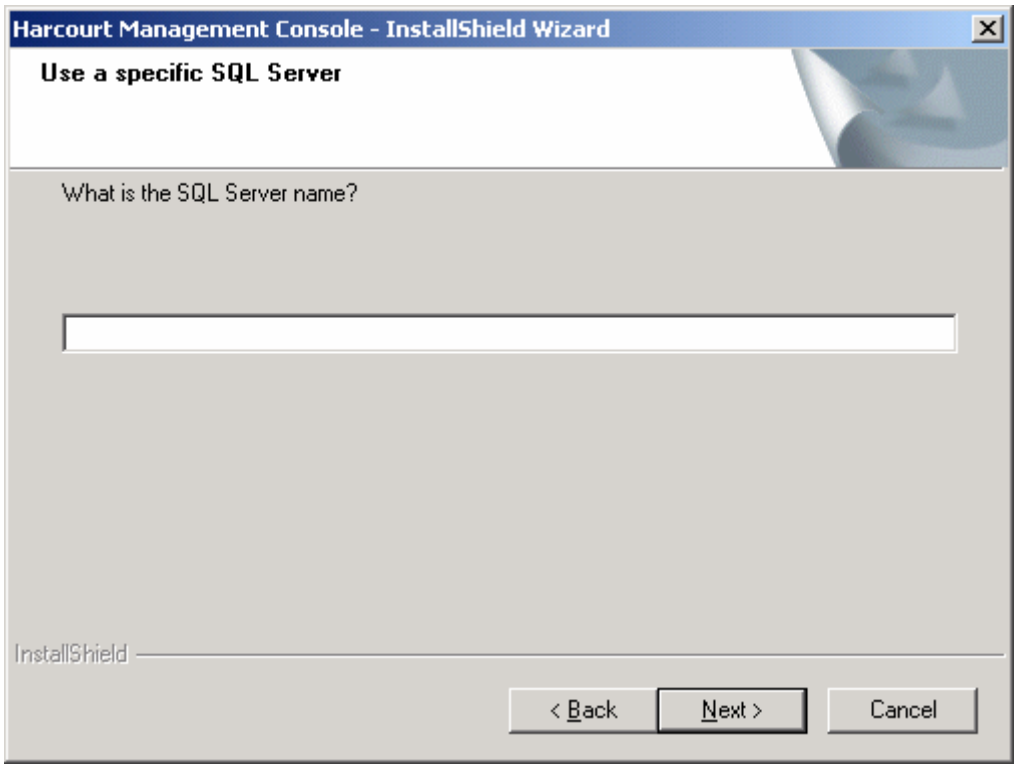
Now move on to Step 3.

SQL Options (cont'd)

Option 2:

"Specify SQL service to use"

If you already know your chosen SQL server name please select this option. The installer will ask you to type in the SQL server name.



Simply type in the name of the SQL server you are happy to use and click the "Next >" button.

Now move on to Step 3.

SQL Options (cont'd)

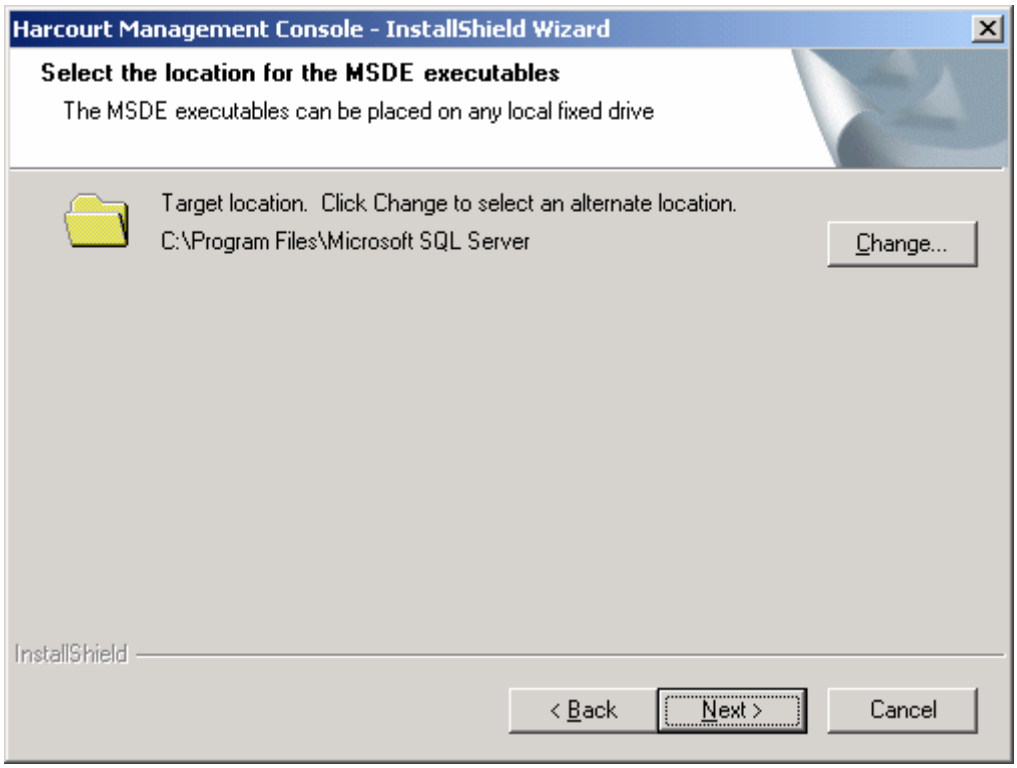
Option 3:

"Install & use a local MSDE Server"

This option should only be used if you do not have a fully licensed Microsoft® SQL server on which to install the database. Please note that the MSDE installation method is not recommended where the number of concurrent users is likely to exceed 25 on a regular basis.

MSDE is the free distributable database engine SQL server from Microsoft. If you do **NOT** have a dedicated SQL server please choose this option.

This will automatically install MSDE to the server on which you are installing.


Harcourt Management Console - InstallShield Wizard
Select the location for the MSDE executables
The MSDE executables can be placed on any local fixed drive
Target location. Click Change to select an alternate location.
C:\Program Files\Microsoft SQL Server
Change...
InstallShield
< Back
Next >
Cancel

You can nominate a location on the server hard disk. The default path is C:\program files\Microsoft SQL Server.

We will assume that you will nominate the default path. *We do not recommend or support an MSDE install to a network location.* MSDE is a very small installation of only a few MBs.

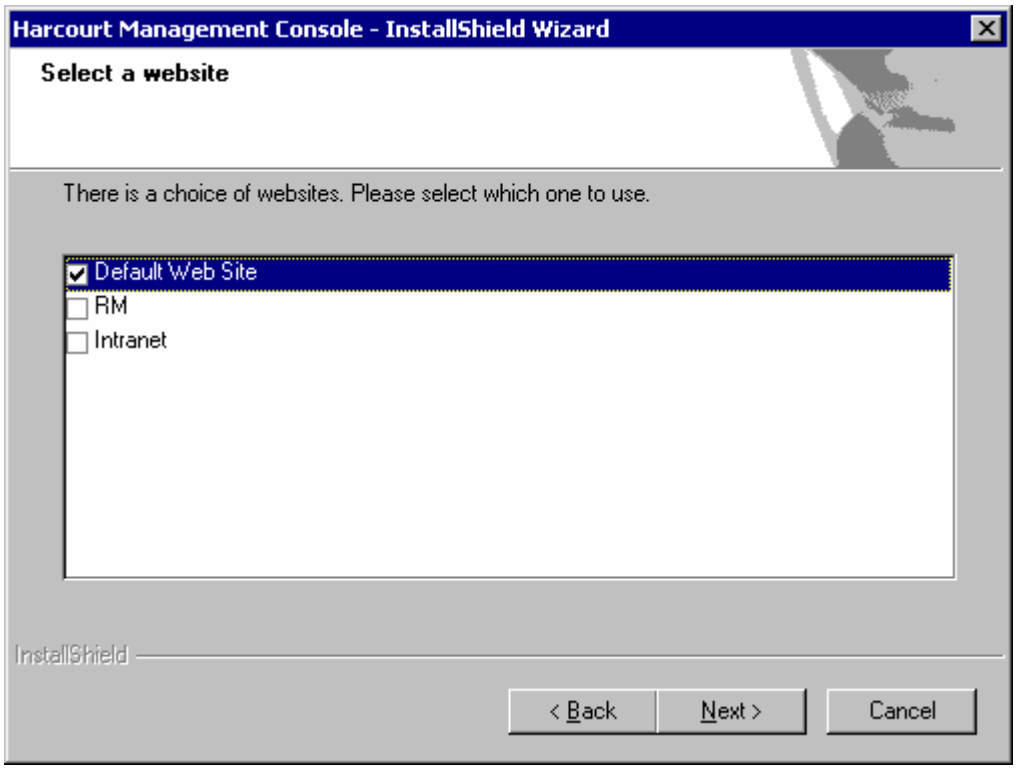
NETWORK INSTALLATION
The HMC (Part 1, CDROM1)

Step 3:

Location of the Virtual Directories:

If you only have “Default Web Site” in IIS you will NOT see the following screen.

If you do it is because the install has detected you have more than one possible location to place the HMC and Product virtual directories within IIS.



We assume for the purposes of these instructions that you will select “Default Web Site”

Note for RM CC3 users:

Community Connect 3 servers have a "Default Website" in IIS5, but it is disabled by default. The installation should therefore be pointed at the "Intranet" website instead.

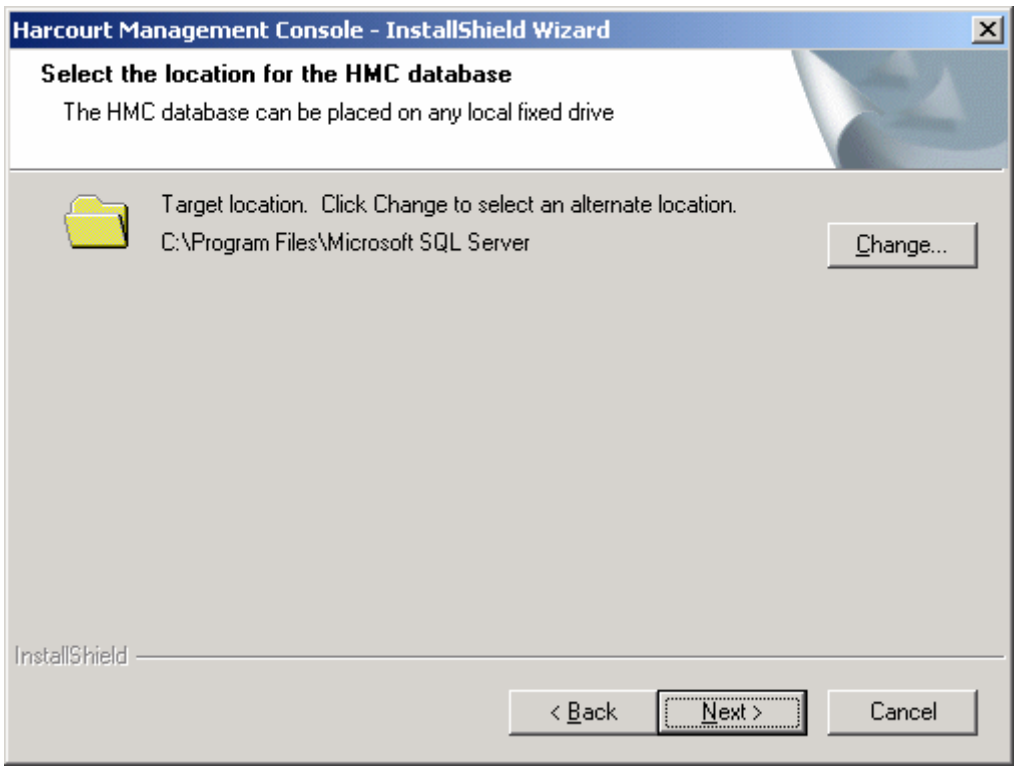
NETWORK INSTALLATION
The HMC (Part 1, CDROM1)

Step 3 cont'd:

HMC Database: You can nominate a location on the server hard disk for the HMC database.

The default path is C:\program files\Microsoft SQL Server

We recommend that you install the database to the same location you installed MSDE, or accept the default location if you choose Option 1 or 2. Again, it is less than a MB in size.


Harcourt Management Console - InstallShield Wizard
Select the location for the HMC database
The HMC database can be placed on any local fixed drive
Target location. Click Change to select an alternate location.
C:\Program Files\Microsoft SQL Server
Change...
InstallShield
< Back
Next >
Cancel

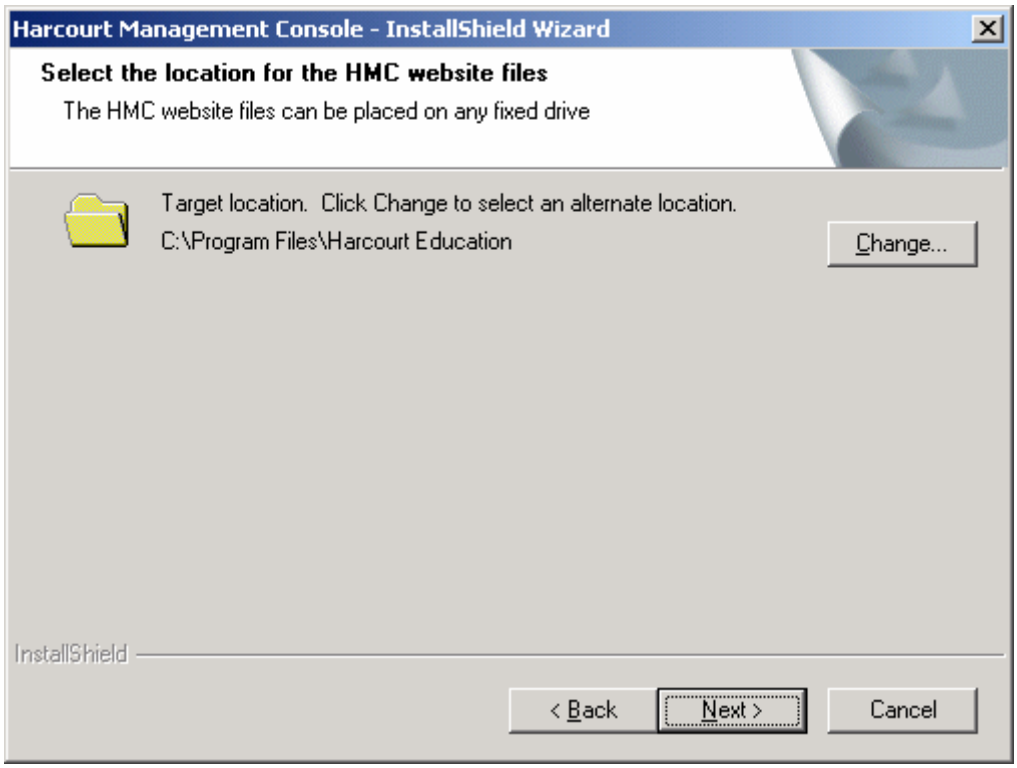
NETWORK INSTALLATION
The HMC (Part 1, CDROM1)

Step 4:

HMC website files: These are the files that make the HMC work.

The default path is C:\program files\Harcourt Education but the eventual full path will be C:\Program Files\Harcourt Education\Elf_Solution.

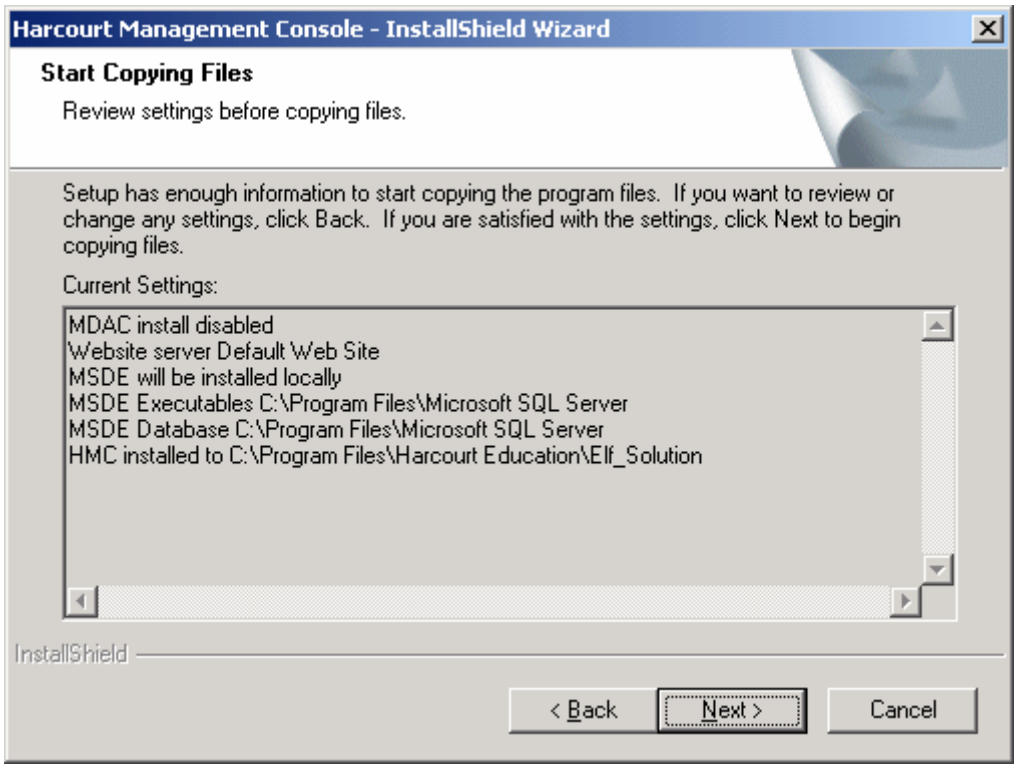
We recommend that you install the website files to the same location you installed MSDE and/or the database. These files are approx 5 MB is size.


Harcourt Management Console - InstallShield Wizard
Select the location for the HMC website files
The HMC website files can be placed on any fixed drive
Target location. Click Change to select an alternate location.
C:\Program Files\Harcourt Education
Change...
InstallShield
< Back
Next >
Cancel

NETWORK INSTALLATION
The HMC (Part 1, CDROM1)

Step 5:

Final step: Summary screen. Example based on the above:


Harcourt Management Console - InstallShield Wizard
Start Copying Files
Review settings before copying files.
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.
Current Settings:
MDAC install disabled
Website server Default Web Site
MSDE will be installed locally
MSDE Executables C:\Program Files\Microsoft SQL Server
MSDE Database C:\Program Files\Microsoft SQL Server
HMC installed to C:\Program Files\Harcourt Education\Elf_Solution
InstallShield
< Back
Next >
Cancel

- ➔ MDAC install disabled
- ➔ Website server Default Web Site
- ➔ MSDE will be installed locally
- ➔ MSDE Executables C:\Program Files\Microsoft SQL Server
- ➔ MSDE Database C:\Program Files\Microsoft SQL Server
- ➔ HMC installed to C:\Program Files\Harcourt Education\Elf_Solution

"MDAC install disabled" - this simply means that the install has detected MDAC is already installed and it has "disabled" that part of the installer.

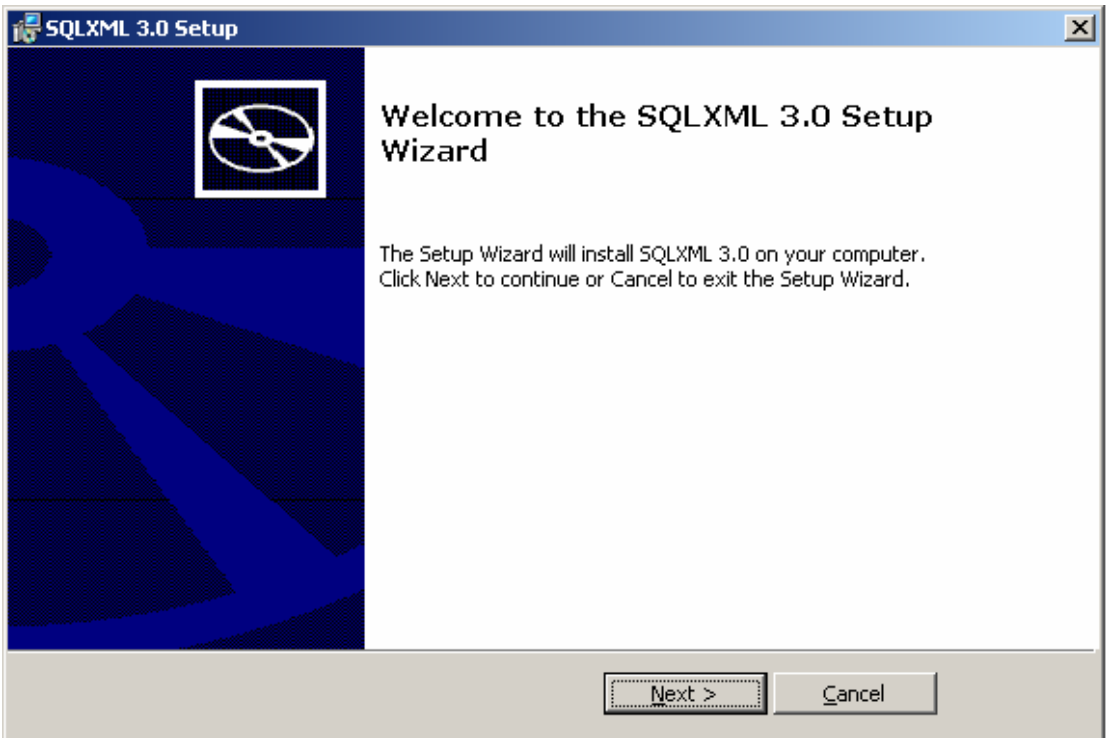
"Website server Default Web Site" - this is telling you that you nominated "default Web Site" as the location of the virtual directories the installer will create. This is a standard setting.

The other listings are just confirming the nominated paths in previous steps.

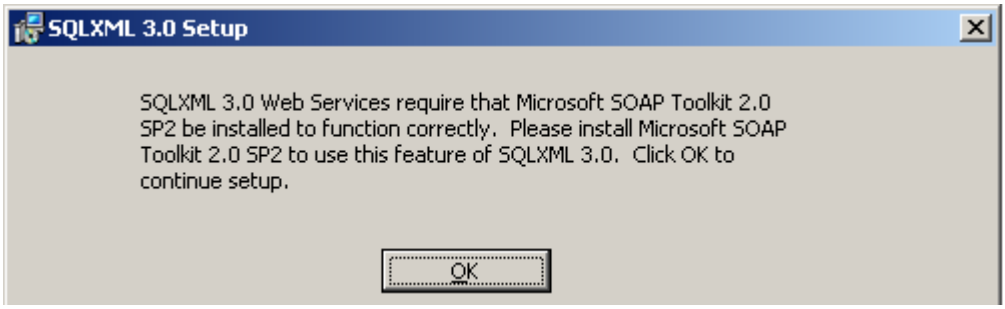
The install will now happen when you click "Next".

The first part of the installation is associated with the local MSDE installation (if this has been selected). As part of this process a Microsoft patch, SQLXML3.0, is required. This will be installed. The following screens will be seen:

NETWORK INSTALLATION
The HMC (Part 1, CDROM1)


SQLXML 3.0 Setup
Welcome to the SQLXML 3.0 Setup Wizard
The Setup Wizard will install SQLXML 3.0 on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
Next >
Cancel

At this point click “Next” to start the installation. You will be presented with a licence agreement which you simply need to accept. This is followed by a customer information screen, which can be left as is. Following this, the screen below will probably appear:


SQLXML 3.0 Setup
SQLXML 3.0 Web Services require that Microsoft SOAP Toolkit 2.0 SP2 be installed to function correctly. Please install Microsoft SOAP Toolkit 2.0 SP2 to use this feature of SQLXML 3.0. Click OK to continue setup.
OK

For the purposes of this installation this message can be ignored and “OK” pressed to carry on with the SQLXML installation.

Once the SQLXML installation is complete the install process will continue.

If you have chosen to use a SQL server elsewhere on your network, please ensure that the SQLXML 3.0 patch is applied to that if it has not already. At time of writing the patch could be downloaded for free from the following url:

http://www.microsoft.com/downloads/details.aspx?FamilyID=4023deea-f179-45de-b41d-84e4ff655a3b&displaylang=en

NETWORK INSTALLATION
The HMC (Part 1, CDROM1)

NOTES:

During the install:

- ➔ Microsoft .NET framework will be installed if it is not detected.
- ➔ IIS will be stopped and restarted.

At the end of the install you will be prompted to re-boot your server. We always recommend you re-boot, especially if you are installing onto a NT server.

The HMC will appear under your Start > Programs > Harcourt Education > Harcourt Management Console. **DO NOT LOG IN YET**. If you do not run the Product Content install the product will not appear in the HMC.

When the install is complete you are now ready to run **PART 2** from your second CDROM - **the Product Content**.

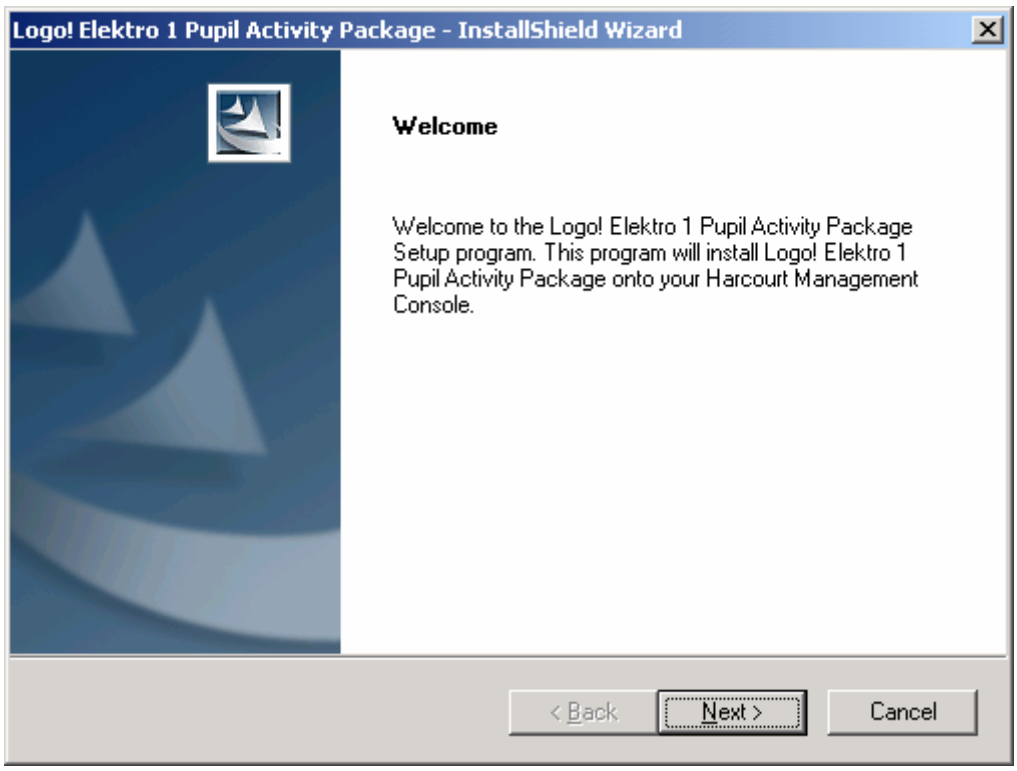
NETWORK INSTALLATION
The Product Content (Part 2, CDROM 2)

Part 2:
Install product content at the server

Step 1:

Insert the Disk 2 which should auto run. You will be presented with the Welcome screen.

This screen will advise you that it's adding content to the HMC. This example is based on Logo! Elektro Pupil Activity Pack 1.


Logo! Elektro 1 Pupil Activity Package - InstallShield Wizard
Welcome
Welcome to the Logo! Elektro 1 Pupil Activity Package Setup program. This program will install Logo! Elektro 1 Pupil Activity Package onto your Harcourt Management Console.
< Back
Next >
Cancel

Step 2:

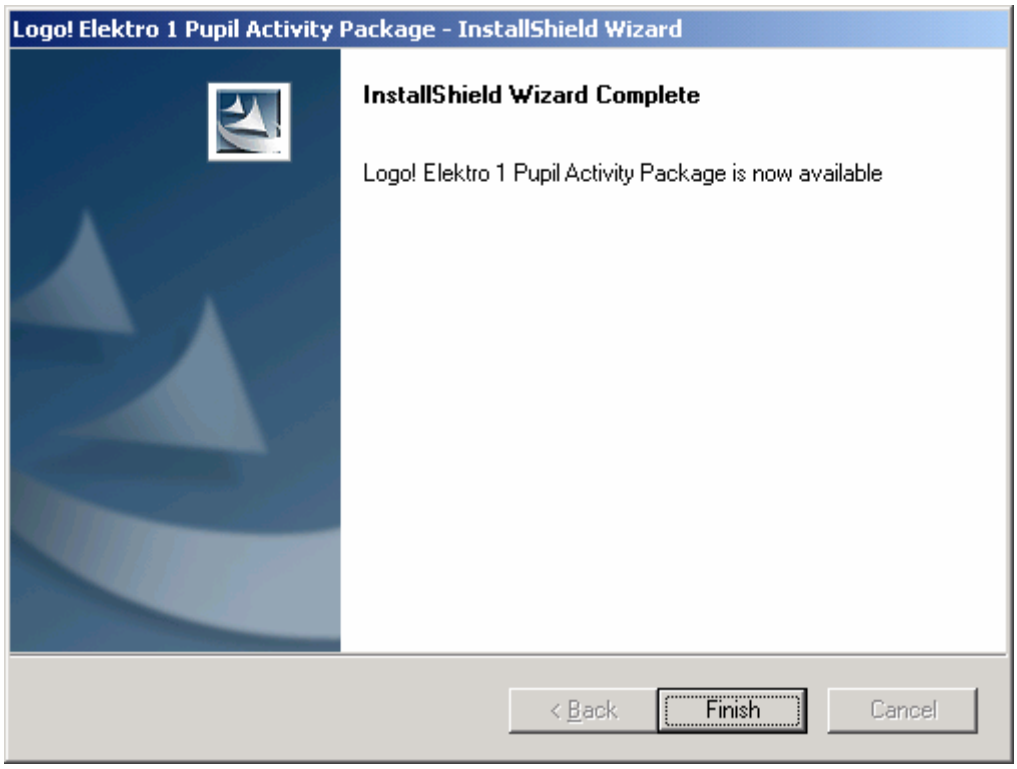
Click “Next” then "Install” to begin - all content will then install to the nominated path of your HMC e.g. C:\program files.

You cannot nominate a new install path. Assuming a default installation:

C:\Program Files\Harcourt Education\Elf_Solution\hmc\products*product GUID*

NETWORK INSTALLATION
The Product Content (Part 2, CDROM 2)

Step 3:


Logo! Elektro 1 Pupil Activity Package - InstallShield Wizard
InstallShield Wizard Complete
Logo! Elektro 1 Pupil Activity Package is now available
< Back
Finish
Cancel

Once the content has successfully copied across click "finish". **YOUR INSTALL OF THE HMC AND THE PRODUCT CONTENT IS NOW COMPLETE**

NETWORK INSTALLATION
The Product Content (Part 2, CDROM 2)

Part 3:
Accessing the content on a client machine

At your server:

The **HMC** will appear under your Start > Programs > Harcourt Education > Harcourt Management Console.

The **PRODUCT** will appear under your Start > Programs > Heinemann > “product name”.

There will also be an entry here entitled: **Server information**. This is exactly what it says - the recorded addresses of the home page of the HMC installation and the Product Content installation.

Example: http://server1/HMC/default.asp
Example: http://server1/Logo

You will not be able to use the **PRODUCT** until you have set up the **HMC**. If you try to do so you will see the message:

"This product is currently inactive. Please contact your system administrator". The system administrator is the person who controls the HMC.

Please now see the user manual on how to get started on the HMC.

The content can be reached on any client machine that can connect to the server on which it is installed by entering one of the server information URLs in an Internet browser.

Students only need access to the PRODUCT CONTENT URL.

Once you have tested it on a client and are happy it works simply create a shortcut, bookmark, Internet favourite to point to the home page.

The HMC and the Product Content MUST be installed DIRECTLY on the server. IIS5 and the latest Windows 2000 service pack, (SP3 at time of writing) must also be installed. IIS5 is standard part of Windows 2000 and is usually pre-installed on Community Connect 3 servers.

Follow the general network installation instructions. There is no need for an MSI as the entire install is done at the server.

Things to watch out for :

1. Do the install at a time of day when the server can be rebooted although. Do not ignore any requests for a reboot.

2. Client stations require the IE Flash plugin (version 7 recommended) before your product content is used (the HMC is server only and does not need Flash). The Flash plugin can be downloaded individually to each client machine or can be packaged and delivered to the clients.

3. Community Connect 3 servers have a "Default Website" in IIS5, but it is disabled by default. The installation should therefore be pointed at the "Intranet" website instead.

Some CC3 servers have a rather unusual Anonymous user account of the form IUSR_24234562457 - i.e. a serial number. This can cause the permissions required for the HMC not to be added correctly. After installation please check the following folders and the “IUSR” account should have Full control.

<install directory>\Elf_Solution\bin
<install directory>\Elf_Solution\hmc

If it does not, then the IUSR_”serialnumber” account needs to be given full control permissions for these folders and the permissions set to inherit downwards to child objects. This is achieved via the “Advanced” option on the folder properties.

Downloading the Flash plugin to each client machine:

The Flash plugin needs to be loaded on all machines that will be running your product content. It is very important that the correct plugin is used as some versions of Flash enable Flash content to be displayed, but do not work correctly with IE. It is recommended therefore that the following method is employed :

On a workstation:

1. On each client machine that will be displaying the product content log in as an administrator.
1. Navigate to the Macromedia web site. The exact URL you need is (at time of writing): http://www.macromedia.com/go/getflashplayer/. Install the free Flash plugin.
2. Once the plugin has been installed on a client machine then it is available for all users of that machine.

What is IIS?

IIS is a Microsoft application that is available for use with all “flavours” of Windows 2000, (Professional, Server, Advanced Server), Windows XP Professional, 2003 server.

IIS allows a server to serve web pages, either to an Intranet or the Internet, whilst maintaining security over the content itself. IIS uses the concept of a “Virtual Directory” that is pointed to the files you wish to serve, without allowing visitors to directly access or browse those files.

The Internet Anonymous User Account, IUSR_servername, is commonly used as a generic login to IIS content. All users share the same account that has very specific permissions that only allow users to access the content whilst maintaining a good level of security over those files on your server.

Why does the HMC use IIS?

Because IIS is designed to serve web pages it is very efficient at delivering the sort of feature-rich content that this product contains. It also has the major advantage that no client installations are required as the content is simply accessed via a web browser.

How do I install IIS on my server?

For Windows 2000/2003 server it is possible that IIS5/6 will have been installed already. If not, it is available on the Windows Operating System CD and can be added via the standard “Add / Remove Programs” option in Control Panel.

How do I administer IIS?

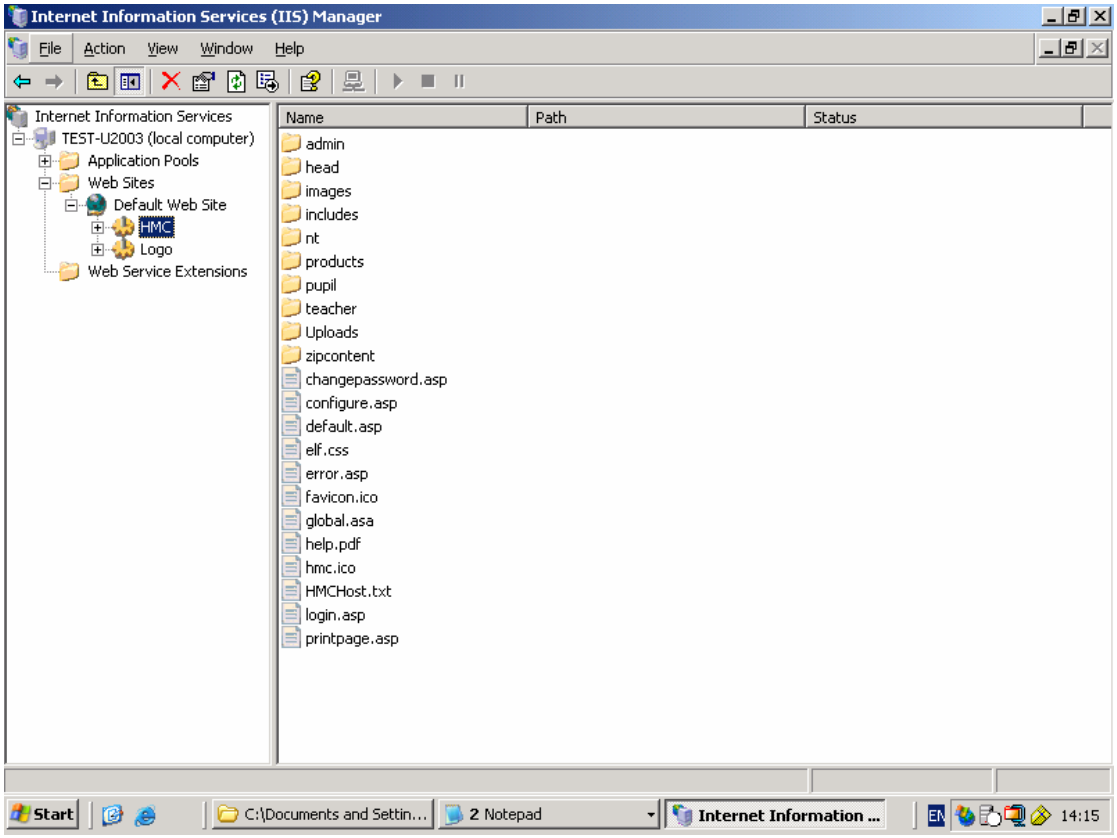
This section is not intended to be an instructional manual for IIS but should get you started.

IIS (5 or 6) have a snap in that can be used with the Microsoft Management Console (MMC). To access the panel you need to do the following:

In 2000 onwards go to Start > Control Panel > Administrative Tools > “Internet Services Manager”.

The console you can now see (and the following screenshots) are very similar for all versions of IIS.

The console will look like the example below, (after expanding the relevant folders):



You can see that this shows the HMC virtual directory highlighted and it's contents are displayed in the right hand panel. Note that it is installed under the "Default Web Site". This is usually where virtually directories will be found.

NOTE: On RM Community Connect 3 servers "Default Web Site" is disabled and is replace by "Intranet" which is where Virtual Directories should be located.

How do users access the content?

To access content on your server or a client machine that is running through IIS you will need to use a web browser such as Internet Explorer. Even if you are browsing on the server you will still need to use a web browser to correctly display the content.

The main difference from browsing to an external site is that the “www” prefix will not be required. For the example above the HMC is installed on the server called “Test-U2003”. To access the HMC on “Test-U2003” you would therefore need to put the following in your browser address bar (this address is for example purposes only):

http://Test-U2003/HMC

Alternatively, should “HELOXF2933” have an IP address of 10.196.10.10 on the network then:

http://10.196.10.10/HMC

…will also work. It may be preferable to use the IP address method if there are DNS problems on the network as there is no need to resolve the host name.

The default port for http is port 80 so it can be excluded from the above addresses normally. Sometimes, mainly for security reasons, this may be changed. If it were e.g. port 81 then the address examples above would simply be amended to:

http://Test-U2003:81/HMC
http://10.196.10.10:81/HMC

What should I be aware of?

IIS is just an interface between a browser and files on the server. There are a number of HTTP errors that can occur and it is useful to know some common ones and possible causes. The most common by far is “404 – Website cannot be Found, or is Unavailable”. Likely causes of this are as follows:

Reason 1: Either the IIS Admin or WWW Publishing services are not running. Go into Computer Management > Services > IIS Admin or WWW Publishing Services > right click > select “Start”.

Reason 2: The Default Website is “Stopped”, (it will show (stopped) next to it in the Console) Right click on Default Website > select “Start”.

Reason 3: The server name is not being recognised. Try using the IP address version of the URL instead.

Reason 4: The browser is set to go via a proxy. What you may need to do is place the IP Address and server name into the "exceptions" box on the client machines so that it doesn't try to block it.

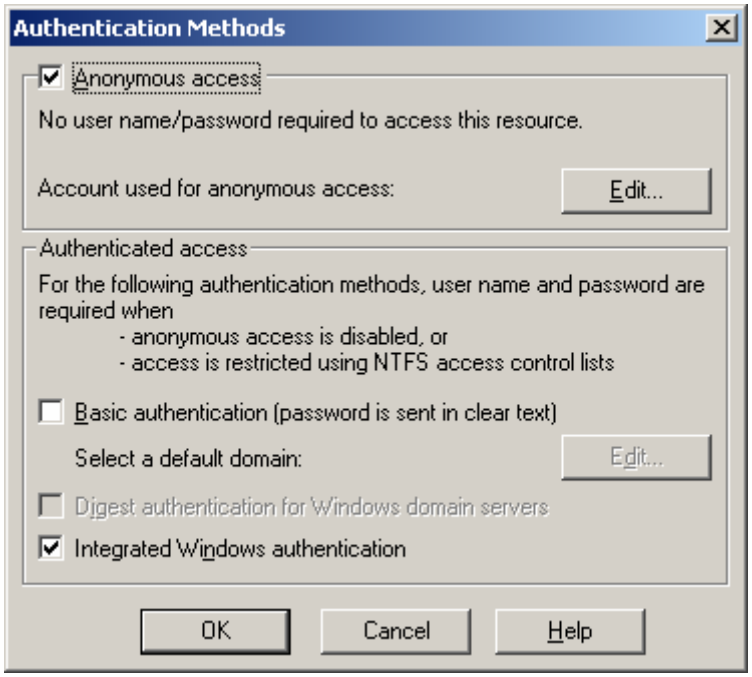
In the browser window open Internet Explorer > Tools > Internet Options > "Connections" tab > "LAN settings" > "advanced" > Add into the "Exceptions" Panel the IP address of the server and the server name > Click OK.

Error: "403 – Not Authorised". Likely causes are as follows :

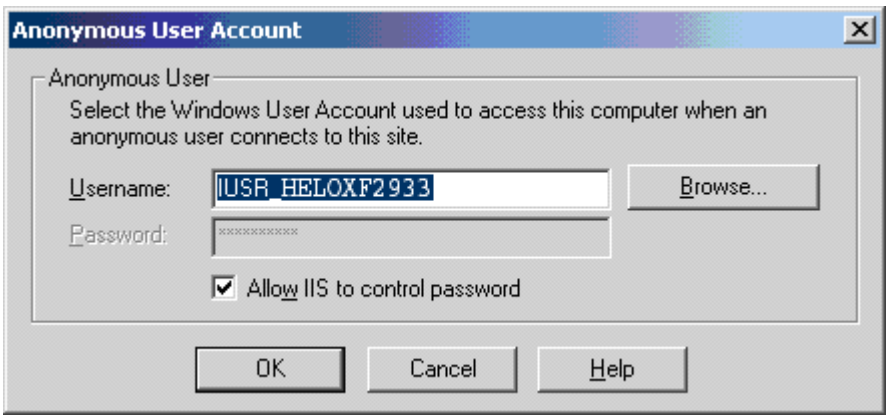
Reason 1: The "IUSR_servername" account is not enabled.

To enable it:

1. Go to the 'properties' for "Default website" and select the "Directory Security" tab.
2. Under "Anonymous access and authentication control" go to 'Edit'.
3. Under "Authentication methods": "Anonymous Access" and "Integrated Windows Authentication" should be selected.


Authentication Methods
Anonymous access
No user name/password required to access this resource.
Account used for anonymous access:
Edit...
Authenticated access
For the following authentication methods, user name and password are required when
- anonymous access is disabled, or
- access is restricted using NTFS access control lists
Basic authentication (password is sent in clear text)
Select a default domain:
Edit...
Digest authentication for Windows domain servers
Integrated Windows authentication
OK
Cancel
Help

Go to "Edit" again and ensure that the anonymous user account is enabled e.g. :



Reason 2:

There is an ISA server or some other device blocking access to the server.

Uninstalls

The HMC is entirely installed at the server.

The following components may have been installed to your server.

- ➔ Product Content e.g. Logo
- ➔ HMC
- ➔ MSDE
- ➔ .NET Framework

Using Control Panel > Add/Remove programs please remove them. The recommended sequence for removal is as per the list above, starting with any product content.

You may wish to keep some of the components therefore you only need remove the HMC and the product content from the server.

There are no uninstalls from the client machine as there is no client install. You only need to manually delete any shortcuts or bookmarks/browser links that you have created.

TROUBLE SHOOTING

THIS IS ONLY TROUBLESHOOTING FOR THE HMC. PLEASE SEE THE RELEVENT ACCOMPANYING PRODUCT DOCUMENTATION ON HOW TO USE THE CONTENT.

Before checking or reporting an error message please make sure you have “show friendly http error messages” switched off in the browser:

Open your Internet Browser (version IE 5.5 and above)

1. Tools
2. Options
3. Advanced
4. Uncheck "Show friendly HTTP error messages"
5. Apply
6. OK out back to screen.
7. Refresh screen (F5) to show true error message.

➔ Please see the “What is IIS?” section and look through some of the suggested solutions there.

➔ Many problems can be fixed by applying the correct permissions.

➔ FAQs will be uploaded to the website as and when they are reported. Please visit this webpage for up to date information:

http://www.heinemann.co.uk/secondary/software/centre.aspx?d=s

➔ Alternatively you can post into the Forum:

http://forums.harcourteducation.co.uk/software/

Question:
I have lost/forgotten the Admin username and Password for the HMC

Answer:

1. On the server with HMC installed go to <Install Dir>\Elf_Solution\bin and find the file "backup_config.xml".
2. Open this in Notepad and about 10 lines in you will see:

   <username>adminlogin</username>

   And, on the line below a GUID (this will be different for your HMC install):

   <password>{B5515D72-C7EF-460A-8CC6-DDC5981D48C4}</password>

3. Open IE and browse the HMC login page - **http://<servername>/hmc**. Type “adminlogin” into the username field and copy and paste the GUID in your backup_config.xml file into the password field. Do NOT copy the GUID listed in this manual, as it was not created for your SQL Server instance. The “curly” brackets shown above, which enclose the GUID, are required to be copied into the password field of the HMC login page. The XML chevron tags are not required to be copied.

4. Once these details have been copied and pasted and you have logged in, the HMC will take you to the “Set up admin user and password” screen as per a "clean" installation. We suggest this is all done on the server as the password string is many characters long.

Question:
What is MSDE?

Answer:
“The Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) is a data engine built and based on core SQL Server technology.

With support for single- and dual-processor desktop computers, MSDE 2000 is a reliable storage engine and query processor for desktop extensions of enterprise applications.

Designed to run in the background, supporting transactional desktop applications, MSDE 2000 does not have its own user interface (UI) or tools.

Users interact with MSDE 2000 through the application in which it is embedded. MSDE 2000 is packaged in a self-extracting archive for ease of distribution and embedding.”

Please note that the MSDE option should only be used if you do not have a fully licensed Microsoft® SQL server on which to install the database. The MSDE installation method is not recommended where the number of concurrent users is likely to exceed 25 on a regular basis.

From: MSDE 2000 Product Overview
http://www.microsoft.com/sql/msde/productinfo/overview.asp

Question:
Will installing the HMC MSDE on my server impact on other MSDE instances running on the server?

Answer:
The HMC database is called “HeinemannElf”. Ideally if you are running fully licensed Microsoft® SQL Server it is recommended you use it for the installation of the HMC. The main benefit is you can create a new “Server Registration” in Enterprise Manager and administer the instance from there.

If you only run MSDE and not full SQL Server, please install the HMC using the MSDE option. It will create a new MSDE instance on your server called “hmc” and can be removed via Control Panel > Add or Remove Programs > Microsoft SQL Server Desktop Engine (HMC).

It is NOT recommended to install the HMC to another instance of MSDE.

Please see http://www.microsoft.com/sql for more details and KB articles relating to SQL Server and MSDE. By keeping all MSDE intances separate on your server, there shouldn’t be any conflict with other SQL Server driven apps.

Question:
Error – "*Failed to start elearning dll*"

Answer:
This error message is simply telling you that the HMC (Harcourt Management Console) must be installed before the Content Packages E.g. Logo Élektro.

Please install the Network System Disc on the server first and then install the Network Content Disc(s).

PLEASE NOTE: The Metro Electro System disc is not the same as the HMC System Disc. For the purpose of the installation please treat Metro Electro and the HMC Electro's as two separate products.

Question:
Error - When logging in as a pupil it loops back to the log in screen, or I get the following error message -

"Page can't be displayed: /HMC/error.asp, Line 80. Error creating file - permission denied"

Answer:
When a pupil is created and not associated with any group they will be looped around back to the logon screen - normally without error messages, but sometimes with the "error creating file" message.

Log into HMC as admin > Manage Groups > choose product i.e. Logo, Echo, Geography 360 > choose group or add group > click Manage pupils > click Add pupils > use the drop down to choose the class your pupil is associated with > put a tick next to your pupil and click Add pupils.

Your pupil should now be able to log in.

Question:
I have installed & successfully activated my HMC based package within the HMC e.g. keyed in a serial code and it shows as "activated" in the HMC, but when I log into the software's home page I get an error saying that my package has "not been activated" & to "contact my system administrator".

Answer:

This is quite a rare issue, but the solution is straightforward, all that is necessary is to reset IIS.

Windows Server 2000 and 2003: Click on the 'Start Bar', then select run and type 'iisreset' in the run box.

Question:
What's new in HMC version 1.2?

Answer:
HMC version 1.2 incorporates all patches and fixes currently available from the Heinemann Software Support Centre http://www.heinemann.co.uk/secondary/software/centre.aspx?d=s including the CSV upload fix and moving pupils between groups.

New features include the ability to delete pupils on mass, which are not assigned to a class and the printing of usernames and passwords from a CSV import. Please note that the only chance you will have to print usernames and passwords will be Step 4 in the CSV import routine.

There is no function to print usernames etc. after the import has been completed, you will need to delete all the classes created by the CSV import, delete all the pupils and re-import.

NOTES:

All external support links were current at time of writing.